

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

2004 MAR 11 AM 10:57
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701
CHIEF CLERK'S OFFICE

For Commission Use Only:

Case: 04-0241

ORIGINAL

Regarding a complaint by (Person making the complaint): JAMES A. REDMOND

Against (Utility name): Commonwealth Edison

As to (Reason for complaint) Billing dispute

in Indian Head Park Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 425 Acacia Cir. Unit III Indian Head Park IL 60525

The service address that I am complaining about is same

My home telephone is [708] 246-8076

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at []

(Full name of utility company) Commonwealth Edison (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Administrative Code Part 280

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Commonwealth Edison has refused to provide documents to resolve a 4-year billing dispute. Instead of providing documents, Edison has shut off my electric service twice while continuing to threaten further disconnections unless I pay interest on the disputed bill. Effort to escalate this complaint to Edison's mid-management were blocked. Telephone calls to John Costello, V.P. Customer Service and Phyllis Batson, Director, Customer Service were not returned.

Please clearly state what you want the Commission to do in this case:

Conduct hearing to decide what amount of interest, if any, is owed.

Date:

March 2, 2004
(Month, day, year)

Complainant's Signature

James A. Redmond

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, JAMES A. REDMOND, first being duly sworn, say that I have read the above petition and know what it says.

The contents of this petition are true to the best of my knowledge.

(Signature)

James A. Redmond

Subscribed and sworn/affirmed to before me on (month, day, year)

March 2, 2004

Deborah Ann White

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.